

PRIVACY POLICY

Privacy Policy

The Far East Broadcasting Co. (**FEBC, us, we or our**) is committed to protecting the privacy of your personal information and complying with the Privacy Act 1988 (Cth) (**Privacy Act**).

This Privacy Policy explains our information handling practices in relation to the personal information we collect and details how we comply with our privacy obligations. This includes what personal information we collect from you and how we collect, hold, use and disclose your personal information. It also sets out how you may access, and seek correction of, your personal information that we hold and make complaints to us in relation to potential breaches of your privacy.

Please read this Privacy Policy carefully. By accessing this site www.febc.org.au (**Website**) you accept the terms of this Privacy Policy. Although we will comply with this Privacy Policy in respect of information provided to us by persons under the age of 18 years, those persons must obtain the consent of a parent or guardian prior to using the Website and the parent or guardian will be responsible for appropriately supervising the person's use of the Website.

If you have any further questions regarding this Privacy Policy, please contact us using the contact details set out at the end of this Privacy Policy.

Guiding principles

This Privacy Policy is guided by the Privacy Act and associated [Australian Privacy Principles](#).

Compliance

This organisation is accredited by the CMA Standards Council confirming our legitimacy and activity as an accountable Australian charitable entity. Your information is also sealed by this accreditation which adopts transparent information handling practices.

What is personal information?

Personal information means any information, including an opinion, about an identified individual or an individual who is reasonably identifiable, irrespective of whether or not that information or opinion is true.

Personal information includes sensitive information such as health information, information about an individual's racial or ethnic origin, political opinions, religious beliefs or affiliations, membership of a political association or trade union, criminal record, or sexual orientation.

What personal information do we collect and hold?

FEBC Donors

To stay in touch with you, send you a receipt, or update you about how you are contributing to the lives of others, FEBC collects and holds the following types of personal information:

- name;
- title, designation, post-nominal;
- contact information (address, email address, telephone number);
- date of birth;
- information about your religious beliefs or affiliations, and health information. This is “sensitive information” which means we can only collect it with your consent or otherwise in accordance with the Privacy Act;
- financial payment details for donation and tax purposes. Once payment is processed your financial information is destroyed or deleted; and
- information about other interests you might have regarding specific projects and areas of support.

Members

In order to provide our services to you, including to minister to you, we may collect:

- your name;
- contact information (address, email address, telephone number);
- date of birth;
- information about your religious beliefs or affiliations, and health information. This is “sensitive information” which means we can only collect it with your consent or otherwise in accordance with the Privacy Act;
- financial payment details for donation and tax purposes; and
- information about other interests you might have regarding specific projects and areas of support.

Prospective employees

If you apply, or we consider you for a position of employment with us, in addition to the above we may also collect:

- information about your qualifications, skills and experience;
- character reference(s) from persons nominated as referees;
- personal information from third parties as a result of screening checks - including background, directorship, financial probity, identity, eligibility to work, vocational suitability and criminal record checks.

We collect, hold, use and disclose your personal information to assess your application, conduct screening checks and contact you about other positions.

We may exchange your personal information with third parties such as recruiters, screening check providers, professional and trade associations, law enforcement agencies, referees, and your current and previous employers.

Without your personal information we may not be able to progress your application or consider you for positions with us.

Current and former employees

We may collect information relating to your current or former employment including:

- your prior training;
- your performance, conduct, disciplinary action, resignation, or termination;
- the terms and conditions of your employment;
- your use of our IT resources;
- payroll matters;
- conflicts of interest;
- union or professional/trade association membership. This is “sensitive information” which means we can only collect it with your consent;
- recreation, benefits, accrued leave; and
- taxation, banking or superannuation affairs so that once you are employed by us, we may comply with our obligations to you as an employer.

Service Providers

In the case of unincorporated entities, we collect the following information:

- (a) Contact and insurance details;
- (b) ABNs; and
- (c) Information as to financial standing and business experience.

Incorporated entities may provide us with the contact details of their employees to perform obligations under our agreements. If you are an incorporated entity, you confirm that you have obtained the express consent from your personnel to the collection, use, disclosure and handling of their personal information in accordance with this Privacy Policy.

The personal information we collect enables us to perform our obligations under our agreements with you/the company you are employed by and to assist us to manage our relationship with you/the company you are employed by.

Collection of IP address and use of cookies

When you visit the Website, the server may attach a "cookie" to your computer's memory. A "cookie" assists us to store information on how visitors to the Website use it and the pages that may be of most interest. This information may be used to provide users of your computer with information that we think may interest the users of your computer. However, this information is not linked to any personal information you may provide and cannot be used to identify you. If you choose, you should be able to configure your computer so that it disables "cookies" or does not accept them.

How do we collect your personal information?

We collect your information in a number of ways, for example when:

- you subscribe to support our services over the phone;
- you subscribe to support our services via hard copy form;
- you subscribe to support our services via online form;
- you subscribe to support our services via email;
- when we meet you in person;
- you donate to us;
- you contact us; or
- we obtain services from you.

We may also collect personal information from third parties, such as your representatives, our service providers, or from publicly available sources of information. If it is otherwise unreasonable or impracticable to collect your personal information directly from you, we may also collect personal information from other sources. We have an obligation to keep your personal information up-to-date and may contact you from time to time about this.

Dealing with us on an anonymous basis

You have the right to withhold from disclosing your personal information to us. However, if we are unable to collect, hold, use and disclose your personal information, or if you wish to deal with us on an anonymous basis or using a pseudonym, we may be unable to provide our services to you or otherwise engage with you, for example, sending you required information such as receipts.

Use and disclosure of personal information

How do we use and disclose your personal information?

We use your personal information for the following purposes:

- to communicate with you;
- to keep you informed about the progress of our work and new opportunities to support our work;
- to process donations;

- to market our programs and services;
- to invite you to attend events;
- to obtain goods and services from you;
- to comply with any law, rule, regulation, lawful and binding determination, decision or direction of a governmental authority or regulator or to cooperate with any governmental authority or regulator of any other country;
- to enforce our agreements with you or any rights we have, including investigation of potential breaches of agreements; and
- to enable FEBC to carry out other functions and activities.

Direct marketing

We may use your personal information to keep you informed about FEBC's work or programs that you might like to join or support.

You can, at any time, opt out of receiving marketing material by contacting us (see contact details below). You can unsubscribe from electronic communication from us by following the unsubscribe link provided in our communications. Once you opt out of receiving marketing material from us, the removal from our distribution lists may take several business days after the date of your request to be removed.

Even if you opt out of receiving marketing material, we will still send you essential information that we are legally required to send you relating to our relationship with you.

Third parties and your information

We will not sell, trade, or rent your personal information with any third-party organisations or groups. Save for what is set out in this Policy, we will not disclose any personal information to other institutions or authorities unless given consent by you to do so or as required by law.

We may disclose your personal information to:

- our employees, contractors and/or related entities;
- IT service providers, data storage, web-hosting and server providers;
- marketing or advertiser providers;
- professional advisors, bankers, auditors, our insurers and insurance brokers;
- payment systems operators or processors;
- anyone to whom our business or assets (or any part of them) are, or may (in good faith), be transferred;
- courts, tribunals and regulatory authorities and law enforcement officers, as required or authorised by law in connection with any actual or prospective legal proceedings, in order to establish or defend our rights;
- third parties to collect and process data, such as analytics providers and cookies.

Although the Website may link directly to websites and/or apps operated by third parties (**Linked Sites**), you acknowledge that Linked Sites are not operated by us. We encourage you to always read the applicable Privacy Policy of any Linked Site on entering the Linked Site. We are not responsible for the content or practices of the Linked Sites nor their privacy policies regarding the collection, storage, use and disclosure of your personal information. You acknowledge that we have no control over Linked Sites, and any content that you download from Linked Sites is downloaded at your own risk.

Overseas disclosure of personal information

Some of FEBC's activities are conducted overseas. With your consent we may disclose certain personal information to our affiliates overseas. We may store personal information overseas. Where we disclose your personal information to the third parties listed above, these third parties may also store, transfer, or access personal information outside of Australia. We will only disclose your personal information overseas in accordance with the Australian Privacy Principles.

We will only collect your personal information as reasonably required and authorised to do so by including but not limited to the *Fair Work Act 2009* (Cth), *Superannuation Guarantee (Administration) Act 1992* (Cth), *Taxation Administration Act 1953* (Cth), *Income Tax Assessment Acts* and other tax laws, and *Corporations Act 2001* (Cth).

We may exchange your personal information with our related bodies corporate, your representatives (including unions) and our service providers (such as payroll, superannuation, banking, staff benefits, surveillance and training services providers).

Storage and security

How do we protect personal information?

We use all reasonable endeavours to keep your personal information held by us secure and protected from misuse, sale, interference and loss from unauthorised access, modification or disclosure. However, this security cannot be guaranteed.

Only our authorised personnel will be provided with access to physical files, computer systems, our database and your personal information that we hold. These personnel are required to treat this information as confidential and deal with it in accordance with this Privacy Policy.

If we no longer need your personal information, unless we are required under Australian law or a court or tribunal order to retain it, we will take reasonable steps to destroy or de-identify your personal information.

As our Website is linked to the internet and the internet is inherently insecure, we cannot provide complete assurance regarding the security of transmission of information you communicate to us online. Whilst we strive to protect such information, we cannot guarantee that the information you supply will not be intercepted while being transmitted over the internet. Accordingly, any information which you transmit to us online is transmitted at your own risk.

In the event of a security incident, we have in place procedures to promptly investigate the incident and determine if there has been a data breach involving personal information, and if so, to assess if it is a breach that would require notification. If it is, we will notify affected parties in accordance with Privacy Act requirements.

We will not be liable for any breach of security or unintended loss or disclosure of information due to the Website being linked to the Internet.

If you believe that there has been unauthorised use or disclosure of your personal information, please contact us using the contact details provided below.

Banking and credit card payment procedures

When using the online giving and donor system, or when making a donation via telephone, you are required to supply personal information to successfully complete the transaction. This information will be used only for the purpose of processing the donation, and the provision of receipts. For online giving and donations, FEBC Australia complies with the Payment Card Industry Data Security Standards and uses a fully compliant credit card gateway.

Access, amend or annotate information we hold about you

We take reasonable steps to ensure that your personal information held by us is accurate, up-to-date, complete, relevant and not misleading.

You can request access to the personal information we hold about you (see contact details below) and ask us to correct any personal information that you believe is inaccurate, out of date, incomplete, irrelevant or misleading. We will respond to your request within a reasonable period of time and, where reasonable and practicable, give access to the information in the manner you request. This will be subject to any exemptions allowed under the Privacy Act.

When contacting us you have the option to either not identify yourself or to use a pseudonym. However, this will not apply if it is impracticable for us to communicate with you that way or we are required or authorised under Australian law (or a court or tribunal order) to only deal with individuals who have identified themselves.

In some circumstances, we may deny your request for access or correction of personal information. If we do this, we will provide you with reasons for our decision.

At your request, we will take reasonable steps to notify any third party to whom we have provided your personal information of the changes that have been made.

Making a complaint

You may make a complaint to us if you consider that we have not complied with this Privacy Policy or the Privacy Act (including the Australian Privacy Principles). To ensure that we fully understand the nature of your complaint and the outcome you are seeking, we request that you make your complaint to us in writing (see contact details below).

We will respond to and investigate your complaint within a reasonable period of time. If you are not satisfied with our response to your complaint, you can refer your complaint to the Office of the



Australian Information Commissioner at www.oaic.gov.au/privacy/privacy-complaints/lodge-a-privacy-complaint-with-us.

For further information about our complaint handling processes please see our Feedback and Complaint Policy.

Contact us

If you have any questions about our Privacy Policy, wish to update your details, or have any comments or complaints regarding our management of your personal information, please contact us via:

Phone: 1300 720 017

Email: office@febc.org.au

Mail: Attention: Privacy Officer, FEBC Australia, PO Box 183, Caringbah NSW 1495

Changes to this Privacy Policy

We may vary the terms of this Privacy Policy at any time. You should check this Privacy Policy regularly so that you are aware of any variations made to this Privacy Policy. You will be deemed to have consented to such variations by your continued use of the Website following such changes being made.